



REGENCY LIVING

OUR CUSTOMER CHARTER

Our Commitment

Regency Living is committed to ensuring we deliver homeowners the highest, most prompt and courteous level of service. Homeowners are at the forefront of our minds, and we aim to provide no less than the best customer experience. We value feedback as it enables us to learn and continuously improve our service. We are committed to being responsive to the needs and concerns of our homeowners and to resolve issues as quickly as possible.

This Customer Charter has been designed to outline our commitment and provide guidance to both homeowners and employees. We commit to: -

- Handle any issue consistently, fairly, and impartially without bias and with a balanced view of factual information or evidence.
- Regularly monitor and evaluate our performance to ensure we meet expectations.
- Provide a safe, welcoming, and enjoyable living environment for all homeowners.
- Ensure all stakeholders understand the process when handling an expression of dissatisfaction.
- Handle personal information with the utmost confidentiality and in line with Data Protection.
- Uphold our cultural values of, honesty, respect, accountability, integrity, and transparency.

1. Quality of Service

Regency Living will maintain the park, ensuring all communal areas are clean, safe, and well-maintained. Staff will be professional, courteous, and responsive to the needs of our homeowners.

2. Communication

Regency Living will provide clear, timely, and accurate information about any changes or developments that may affect homeowners. Regular newsletters and updates will be shared to keep homeowners informed about park activities and important notices.

3. Health & Safety

Regency Living will ensure the park is a safe place to live, with regular health and safety checks and maintenance works.

4. Resident Involvement

We encourage homeowners to participate in community activities and provide feedback on park management. Qualified Resident Association Meetings will be held regularly to discuss any concerns and suggestions. Minutes will be taken by the QRA and shared with all homeowners to ensure transparency and keep everyone informed.

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5. Handling Complaints

We will address any complaints promptly and fairly, aiming to resolve issues to the satisfaction of all stakeholders. A clear complaints procedure is available upon request and ensures transparency and accountability.

6. Respect and Fairness

We treat all homeowners with respect and fairness and expect the same in return. Discrimination or harassment of any kind will not be tolerated.

7. Continuous Improvement

Regency Living regularly review services and seek ways to improve the experience for our homeowners. Honest, constructive feedback is encouraged and will be used to enhance our services.

8. Handling a complaint

If you are dissatisfied with the service provided by Regency Living, you should speak directly to the Park Supervisor.

If you remain unhappy with the response, you may speak to the Area Manager who will escalate your complaint to the Customer Care team at Head Office customercare@regency-living.com. Our Customer Care team will handle the enquiry and if it remains unresolved, it will be escalated to Operations Director.

Homeowners Responsibilities

To help us investigate your complaint quickly and efficiently, please ensure the following information is provided to us: -

- Your name, contact details and location
- The name of the person you have been dealing with and the date on which you first raised the issue (if relevant)
- The nature of the issue/complaint
- Details of any steps or conversations you may have already taken to resolve the issue.
- Copies of any supporting documentation

Regency Living Responsibilities

We will: -

- **Response times** - we aim to respond to your email within 7 working days
- **Phone Call** - we aim to answer the telephone within 5 rings during business working hours (Mon-Fri 9am-5pm). If we miss your call, we aim to return your call within 2 working days providing a message is left. Out of working hours, you should contact your Park Supervisor or Area Manager.



- **Record** - we will record your complaint on our CRM system until we have resolved your complaint.
- **Review** - we will undertake a review of the complaint and determine if we require any additional information. If this is required, we will contact you via email.
- **Respond** - following our investigation, we will notify you of our findings and any actions that we may have taken in regard to the issue. This will be communicated to you within 14 business days from the initial date the issue was raised.
- **Action** - where works may be necessary in order to resolve your complaint, a timeline will be provided (where possible).
- **Escalate** - If we are unable to resolve your complaint to your satisfaction, the matter will be escalated to the Head of Operations. A response will be communicated within 14 business days.
- **Complete** - When a resolution has been found, we will ensure that all parties are satisfied with the outcome, and the case will be closed. Your personal information will be recorded in accordance with our Privacy notice.

This Customer Charter will be reviewed and updated regularly based on your feedback and our ongoing commitment to improvement.